

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

2008 SEP 10 P 3:13

Priority: Respond Within Five Days

AZ CORP COMMISSION

DOCKET CONTROL
Date: 9/9/2008

Opinion No. 2008 71314

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Rick

Johnson

Account Name:

Rick Johnson

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Snowflake

CBR:

State:

AZ

Zip: 85937

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

From: rjohnson [REDACTED]
Sent: Monday, September 08, 2008 4:15 PM
To: Utilities Div - Mailbox
Subject: Comment on proposed rate increase

Deb Reagan of the Utilities Division of the AZ Corporation Commission informed me that I could e-mail to this address my comments regarding the letter we received from Arizona Public Service, so here they are:

September 8, 2008

Rick Johnson

[REDACTED]
Snowflake AZ 85937

Arizona Corporation Commission

DOCKETED

SEP 10 2008

Docket No. E-01345A-08-0172
Regarding Arizona Public Service

DOCKETED BY

[Signature]

During a time when so many are struggling to pay housing costs, I sincerely hope the Commission will deny the electrical rate increase request and require a refund of any amount collected without prior approval. Such increased costs in the non-discretionary household budget could worsen recession or even spark a depression as the consumer is forced to cut back in other areas, so I strongly urge the Commission to consider the consumer in this matter. Not everyone can speak out, so please be our voice.

Thank you,

Rick Johnson

ARIZONA CORPORATION COMMISSION

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed comments

End of Comments

Date Completed: 9/9/2008

Opinion No. 2008 - 71314

E. 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 71350

Date: 9/9/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Pascha **Last:** Green

Account Name: Pascha Green

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85032

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

September 8, 2008

RE: Docket Number E-01345A-08-172

Dear Commissioners:

I am totally against any rate increase that APS has or will be granted. The APS rate increases need to be highly scrutinized through looking closely at all the expenditures.

APS is "partnered" with some high profile sports athletes for an undisclosed amount of money. How much does APS spend on marketing to already affluent sports celebrities. Steve Nash, a Suns player, touted he was adding solar panels to his home due to his "partnership" with APS. How can APS afford to garner relationships with celebrity types while simultaneously increasing energy rates to average folks? This is not about class envy. However, APS is engaged in high level marketing while they could pass this money on to other costs.

ARIZONA CORPORATION COMMISSION

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My family has drastically tried to cut costs. As a housewife I always look for ways to reduce any expenditures. This includes hanging out our laundry and rising early to do chores before the rates increases at 9:00 a.m. Show the public APS's entire budget. How does APS resolve to cut their own budget? If they are so inclined to constantly request rate increases show the public how their money is allocated in a concise budget. They seemed to spend freely on radio advertisements using a star athlete when just average people cut back using common sense.

Thank you,

Pascha Green

[REDACTED]

Phoenix, AZ 85032

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

September 9, 2008

RE: ARIZONA PUBLIC SERVICE CO.

Dear Ms. Green:

Your letter regarding the Arizona Public Service Co. ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED] or at the toll free in-state number of (800) 222-7000.

Sincerely,

Trish Meeter
Consumer Service Analyst

ARIZONA CORPORATION COMMISSION

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Utilities Division
End of Comments

Date Completed: 9/9/2008

Opinion No. 2008 - 71350

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2008 - 71354**Date:** 9/16/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** Carol Lee

Ponte

Account Name: Carol Lee Ponte**Home:** [REDACTED]**Street:** n/a**Work:****City:** Phoenix**CBR:****State:** AZ **Zip:** 00000**is:** [REDACTED]**Utility Company:** Arizona Public Service Company**Division:** Electric**Contact Name:** Melissa Smith**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No. E-01345A-08-0172

From: Carol Lee Ponte [REDACTED]
Sent: Tuesday, September 09, 2008 7:38 PM
To: Utilities Div - Mailbox
Subject: September 11 Public Comment Session re APS Rate Hike

Gentlemen,

APS is requesting another rate hike. I live in the North Central Corridor where we constantly have electrical problems. It is not uncommon to have the electricity go out on any given day. On one recent occasion when an APS worker was out here because of an outage, he commented that one of our main problems is that this is an older area and he suggested that the neighbors get together to replace the old wiring.

APS has no problem constantly requesting rate hikes for one reason or another, but somehow can't find the money to update our area.

Any rate hikes approved she come with a stipulation that the North Central corridor be updated so that the customers no longer pay exorbitant rates, but continue to have outages on a constant basis.

Thank you for your consideration,

Sincerely,
Carol Lee Ponte'
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Wednesday, September 10, 2008 8:41 AM

Subject: FW: September 11 Public Comment Session re APS Rate Hike

Dear Ms Ponte,

Your opinion regarding the APS rate case has been received by the Arizona Corporation Commission and it will be docketed so the Commissioners are aware of your concerns.

Regards,

Brad Morton

Public Utilities Consumer Analyst II

End of Comments

Date Completed: 9/10/2008

Opinion No. 2008 - 71354

[REDACTED]

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2008 71365

Date: 9/10/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Evelyn **Kortie**

Account Name: Evelyn Kortie

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: n/a

Nature of Complaint:

***** E-01345A-08-0172 *****

*** REFERRED FROM CHAIRMAN GLEASON'S OFFICE ***

Customer left a voice mail message for Chairman Gleason's office which Betty transferred to Consumer Services.

Customer is opposed to approval of the Interim Rate Increase requested by APS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I left a voice mail message for customer acknowledging receipt of her voice mail. I advised her comments would be docketed in this case. I also advised that the Public Comment meeting was tomorrow at the Commission's offices or she could listen on the Commission's website. I thanked customer for taking the time to make the Commission aware of her opinion.

End of Comments

Date Completed: 9/10/2008

Opinion No. 2008 - 71365

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:**

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Priority: Respond Within Five Days**Opinion No.** 2008 71366**Date:** 9/10/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** Vincent

Popovich

Account Name: Vincent Popovich**Home:****Street:** n/a**Work:** (000) 000-0000**City:** n/a**CBR:****State:** AZ **Zip:** 00000**is:****Utility Company:** Arizona Public Service Company**Division:** Electric**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

*****TELEPHONE CALL REFERRED FROM CHAIRMAN GLEASON'S OFFICE*****

Consumer is opposed to the rate increase request made by APS. He states that they want something every 6 months. He hopes that the Commissioners vote NO on this request.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

I contacted consumer and informed him that his opinion would be noted and filed with Docket Control. I also informed him that the Commissioners and staff would be getting a copy of his opinion. He appreciated the follow up call and information. Closed

Filed in Docket No. E-01345A-08-0172

End of Comments

Date Completed: 9/10/2008**Opinion No.** 2008 - 71366